

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

Claims 1-20 (cancelled)

21. (new) A system for remote management of one or more printing devices in a local area network having an internet connection, comprising:

a first computer in communication with the local area network, the first computer having a connection with a printing device;

a remote diagnostic center computer having a separate internet connection and a remote diagnostic center website with a printing device management application located at the remote diagnostic center website, wherein the remote diagnostic center computer does not have direct access to the local area network;

the printing device management application configured to be downloaded to the first computer via the internet connection of the local area network, wherein the printer information management application comprises a user interface configured to be displayed on the first computer; and

the user interface further comprising a share feature configured to allow a user within the local area network to enable one or more third-parties to view otherwise private information regarding the printing device in order to enable a maintenance technician to determine a condition of the printing device before making a service call.

22. (new) A system as in claim 21, wherein the user interface further comprises a locate printer feature configured to enable the user within the local area network to view status information of network-connected printers and directly-connected printers, wherein the network and directly connected printers are located within the local area network.

23. (new) A system as in claim 21, wherein the printing device is connected to the first computer through a universal serial bus port, a parallel port, or a network connection.
24. (new) A system as in claim 21, wherein the local area network comprises a plurality of computers.
25. (new) A system as in claim 24, wherein a plurality of printers can be connected to each of the plurality of computers.
26. (new) A system as in claim 21, wherein the user within the local area network can use the printing device management application to relinquish control of diagnostics for the printing device to the one or more third-parties.
27. (new) A system as in claim 26, wherein the one or more third-parties perform diagnostics on the printing device comprising diagnostics selected from the group consisting of viewing status information, changing printer settings, and running diagnostics.
28. (new) A method for remote management of one or more printing devices, comprising the step of:
- storing a printing device management application on a remote diagnostic center computer having an internet connection;
 - downloading the printing device management application from the remote diagnostic center computer to a computer located within a local area network, wherein the computer is connected to a printing device;
 - obtaining diagnostic data from the printing device at the computer using the printing device management application;
 - sending access authorization from the computer located within the local area network to one or more maintenance organizations, wherein the maintenance

organization does not have access to the local area network without said access authorization; and

enabling access by the one or more maintenance organizations to the printing device within the local area network to enable a maintenance technician to determine a condition of the printing device before making a service call.

29. (new) A method as in claim 28, further comprising the step of including a locate printer feature in the printing device management application, wherein the locate printer feature is configured to enable a user with access to the local area network to view status information of network-connected printers and directly-connected printers, wherein the network and directly connected printers are located within the local area network.
30. (new) A method as in claim 28, further comprising the step of connecting the printing device to the computer through a universal serial bus port, a parallel port, or a network connection.
31. (new) A system as in claim 28, wherein the step of enabling access by the one or more maintenance organizations further comprises using the printing device management application to relinquish control of diagnostics for the printing device to the one or more maintenance organizations.
32. (new) A system as in claim 31, further comprising enabling the one or more maintenance organizations to perform diagnostics on the printing device comprising diagnostics selected from the group consisting of viewing status information, changing printer settings, and running diagnostics.